

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Altoona, PA #449	\$12,171	\$20,787	70.8%
Longview, TX #599	\$15,909	\$25,468	60.1%
Gurnee, IL #694	\$23,864	\$37,593	57.5%
Amarillo, TX #937	\$13,230	\$20,275	53.3%
Kokomo, IN #341	\$10,988	\$16,691	51.9%
College Station, TX #577	\$13,129	\$19,588	49.2%
Sharonville, OH #738	\$14,765	\$21,804	47.7%
Wilkes Barre, PA #533	\$19,159	\$28,106	46.7%
Lafayette, IN #673	\$15,778	\$23,027	45.9%
Evansville, IN #060	\$25,023	\$35,830	43.2%

District Sales Growth

District	Region	WTD%
Dan Bessemer	Northeast	24.3%
Chad Estrada	Northeast	20.2%
Joe Ramos	Northeast	18.6%
Mike Svoboda	Northeast	16.9%
Ali Elali	Northeast	16.8%
Todd Bell	Western	16.5%
Dustin Gasper	Northeast	14.9%
Seneca Gray Robinson	Southeast	14.7%
Frank Ramirez	Southeast	14.5%
Anthony Chapa	Southeast	14.2%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Co. Springs, CO #558	15.2%	31.5%	16.3%
Redwood City, CA #108	9.2%	25.3%	16.2%
Gaithersburg, VA #401	18.5%	33.9%	15.4%
Murfreesboro, TN #664	12.3%	26.7%	14.4%
West Orlando, FL #719	15.4%	29.4%	14.1%
Foothill Ranch, CA #371	21.8%	35.5%	13.7%
SE Las Vegas, NV #311	12.3%	24.2%	11.9%
Orlando, FL #681	22.1%	33.2%	11.1%
Valley View, TX #580	19.5%	30.5%	11.1%
Concord, CA #379	18.8%	29.0%	10.2%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Brownsville, TX #853	\$27,089	\$42,281	56.1%
N. Little Rock, AR #304	\$19,667	\$30,080	52.9%
Bloomington, IL #345	\$14,093	\$21,183	50.3%
Lexington, KY #963	\$14,928	\$22,430	50.3%
SE Las Vegas, NV #311	\$20,014	\$28,829	44.0%
Buford, GA #616	\$23,264	\$32,302	38.9%
Towne South, OK #888	\$22,421	\$30,788	37.3%
Fairview Hts, IL #916	\$20,608	\$28,228	37.0%
Foothill Ranch, CA #371	\$29,222	\$39,625	35.6%
Lafayette, LA #715	\$28,892	\$38,643	33.7%

Diamond Pin Earner

We are excited to announce yet another Diamond Pin Earner in Rick Balboni's district, Ethyn Gower! Ethyn joined the Chuck E. family 2 years ago and is a powerhouse when it comes to birthdays. He is constantly checking in with parties to make sure they are always coming out 10/10, and his friendliness and excitement for parties leaves all the Birthday Stars feeling like it was the BEST DAY EVER. Congratulations Ethyn on this amazing accomplishment, very much deserved!

~ Ethyn was extremely helpful, genuine, and observant of my child and guests. He was very personable and all my guests were highly satisfied with his level of performance. Thank you Ethyn for making this the best experience. ~

~ The employees were totally committed to making sure we had a smooth, fun time and they thought of everything (including balloons). I put almost zero effort and time into the party and it was a total hit for all the kids. The best thing was how sincere and gentle Ethyn was with the children, that is the most important thing and I loved that the most. He handled tricky kid situations like a pro. I will definitely be recommending this to other parents. ~

~ Ethyn was an amazing host. We had a great time and it was beyond what we had expected. Thank you for making my sons day Ethyn! ~



Northeast Region
Danvers, MA #478
RVP Chris Kelly
AD Rick Balboni



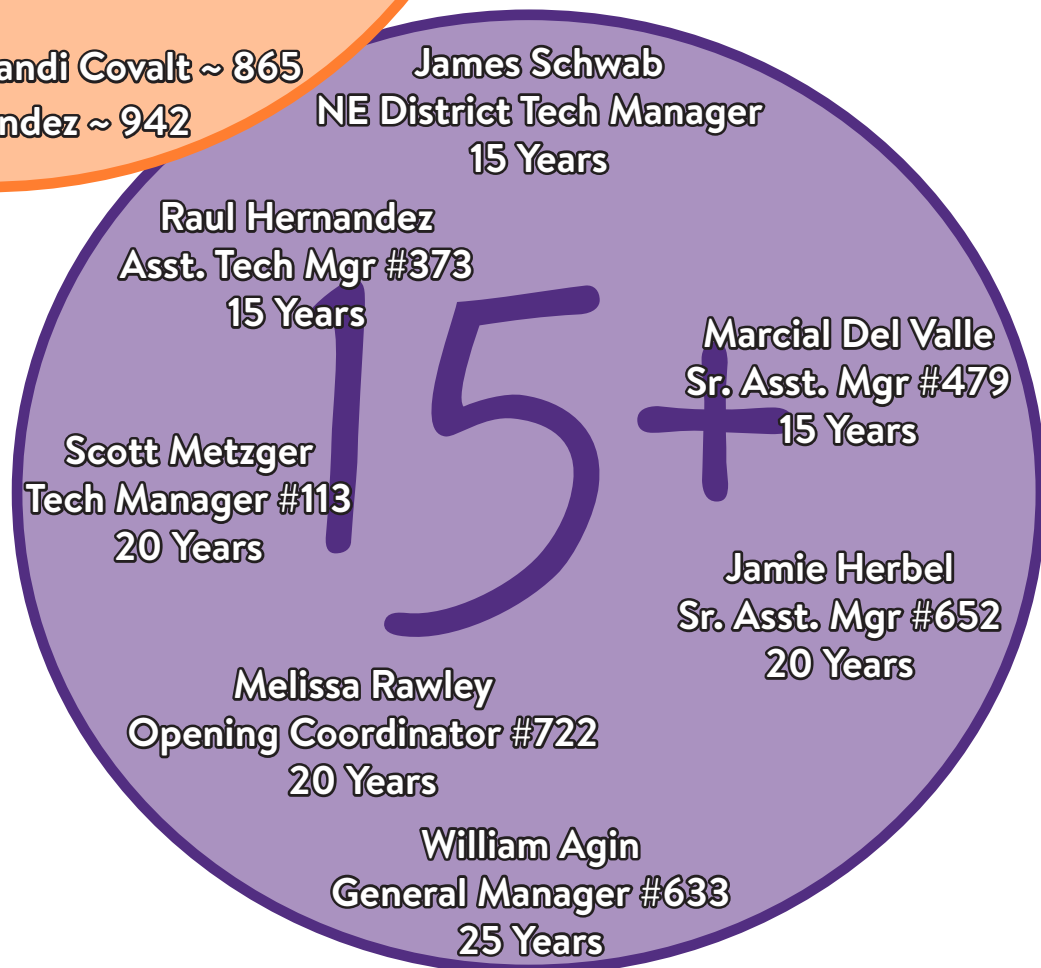
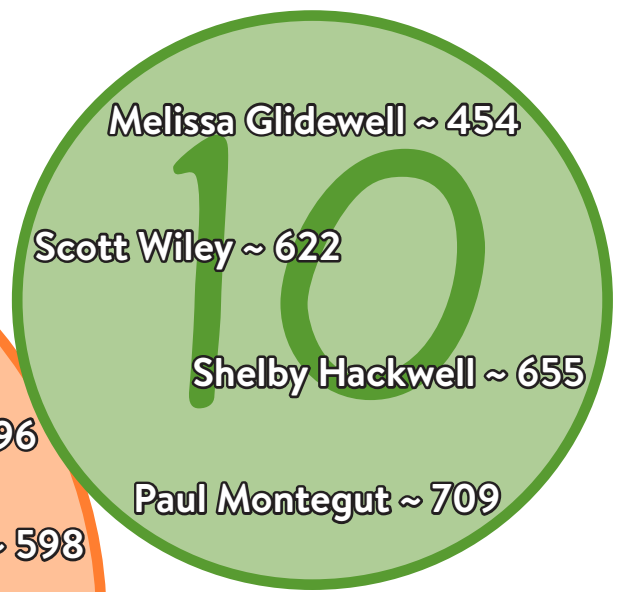
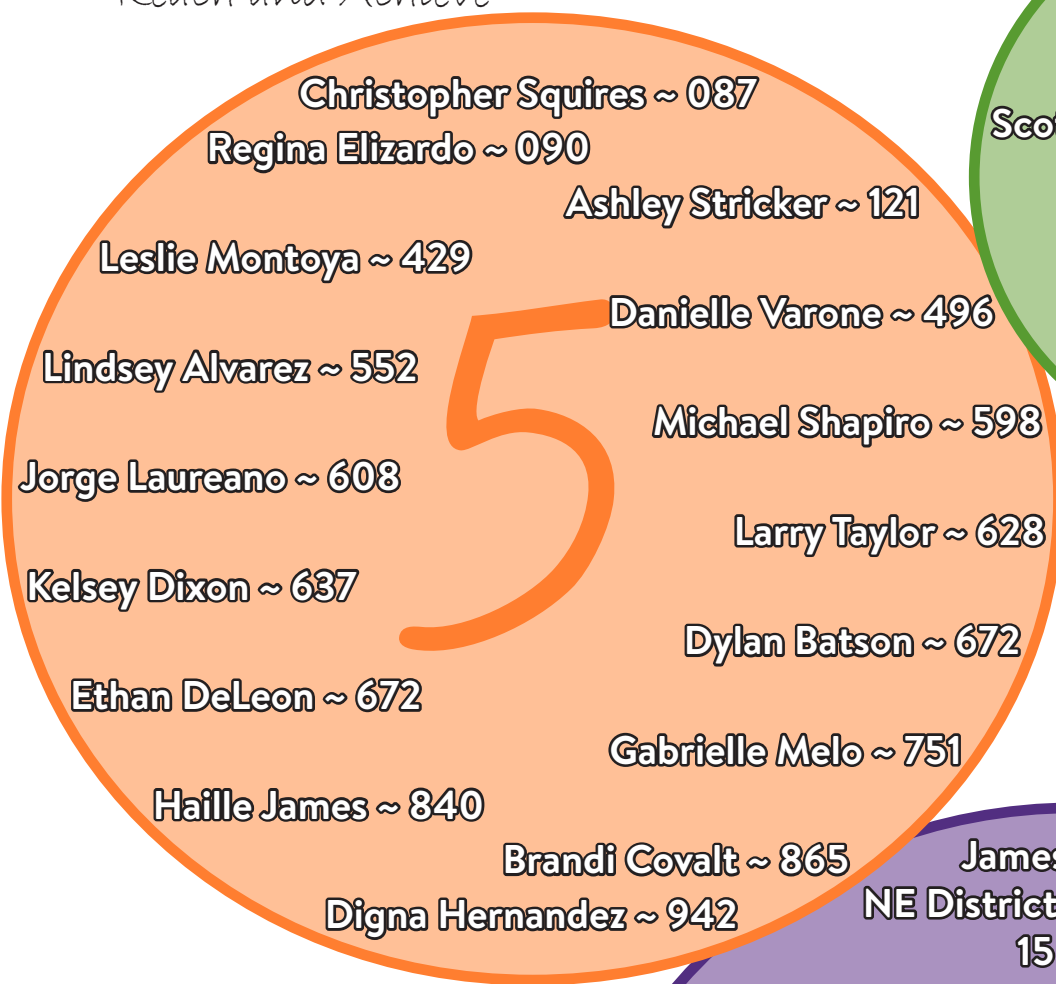
The Support Center will be closed on
Thursday, November 28 and Friday, November 29
in observance of the Thanksgiving Holiday.

We will re-open for normal business hours on Monday, December 2nd.

Week 45
November 22, 2019

MILESTONES-

- Reach and Achieve -



DEAR CHUCK E...

- You're the BEST! -

We had our son Luke's 6th birthday party today and Kennedy was our party host. She was incredible, handling changes as people showed up. She took care of the kids and the adults needs... this Chuck E. Cheese was stress less, clean, open dining area, and attentive servers. The pizza was great! Highly recommend the goody bags for your party guests. They were huge, filled with so much, each kid was thrilled to get one! Well worth the \$4 each.



Southeast
Buford, GA #616
RVP Bill Eich
DM Joe Risnear
GM Nader Shadrokh
Party Server Kennedy

We had our daughter Brooklyn's 4th birthday party at this location today and boy, did we have a GREAT time!! Amy was so attentive and wonderful! Keeping the timing on track and ALWAYS asking us if we needed anything! Both her and Shauna, the Manager, were right there if we needed ANYTHING! Which we didn't because the staff was so attentive! My daughter and all our guests had an AMAZING time! Thanks to all the staff for making it such a wonderful day!!! One thing though, we were asked to look at an email that was supposed to have been sent early this morning, the day of the party to complete a survey, but my husband did not receive any email besides email the original confirmation email the day we "booked" the party? Fortunately, we were able to complete the survey this way Instead, just wanted to let you know that we did not receive that email. Glad we were able to give our comments here! Again, we had a great time with wonderful service! We will be recommending this to our friends and family!! Thank you so much!



Northeast
Burnsville, MN #793
RVP Chris Kelly
DM Eric Montes
GM David Moss
Party Server Amy

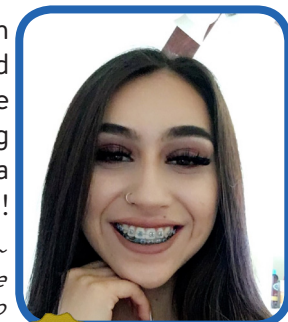
Once again, I'm blown away by the amazing service your staff has towards the children, especially my son with Autism. I've given the compliment before for the Rutherford location and now this location where we attended a birthday party. I appreciate the patience and the fact that I don't have to say my son has autism in order to receive that patience. Thank you!



Western
Willowdale, ON #845
RVP Jim Brawley
DM Frank Cassar
GM Sam Catinella

Congratulations to Cindy Light's next Sapphire Pin earner, Paulina Vera, with Team #440! Paulina has been part of the Chuck E. family for 3 years now and loves every minute of it. She is always making sure her Birthday Stars leave happy, while having the best day of their lives. You will always find her going above & beyond to make that extra special moment happen. Thank you Paulina for all you do, your Sapphire Pin is very much deserved!

*~ Paulina was amazing she was on top of everything I needed she did a great job. ~
~ Our host Paulina gave us dedicated attention and answered all our questions. She made us feel at home. Thank you! The food was really good too! From the pizza to the wings to the cake. ~*



THE MORE YOU KNOW...

Learning & Development

Kitchen Challenge Chuck E. Challenge

This is your last weekend to get your submissions in for the My Favorite Fun Contest!

Kitchen Challenge: Submit to myfavoritefun@cecentertainment.com

Chuck E. Challenge:

Northeast: <https://www.dropbox.com/request/tcYulXEZnUjEzb9xWIHC>

Southeast: <https://www.dropbox.com/request/slQBNzjVz9tbDpR7Mjgv>

Western: <https://www.dropbox.com/request/MIYI3650nIrX5lbt0Drv>

For all the details regarding both challenges, please refer to the communication sent out by L&D

Risk Management

What do you do if you spot a guest openly carrying a firearm?

Alert the Manager on duty immediately. The Manager must ask the guest if they are a member of law enforcement.

If so, ask them to produce some form of official identification. Only law enforcement officers are permitted to carry firearms in our restaurants.

If a firearm is visible under a guest's clothes, you must follow the same procedure as mentioned above.

Merchandise

Dennis Foland Holiday and CEC Inventory Schedule

Due to the holidays and CEC Inventory, be sure you review your par levels and plan accordingly **NOW**.

Bulk up your orders a few weeks prior in anticipation of any shipping delays due to the holidays, online orders, and inventory.

Thanksgiving Holidays Nov 28th & Nov 29th:

Dennis Foland will be closed on the 28th and 29th for Thanksgiving. They will resume processing orders on Monday; expect deliveries to be delayed.

CEC Inventory - Dec 5th - Dec 6th:

Dennis Foland will be closed for CEC Inventory on the 5th and 6th of December. They will resume normal operations on Monday, Dec 9th.

During this time, Foland will be catching up from the previous week so deliveries will be delayed, some possibly delivering into the following week.

If you have any questions, please email merchandise@cecentertainment.com

Audit

TIP OF THE WEEK

Payroll:

Check the back of your safe and make sure all unclaimed checks/tax documents for terminated employees are returned to the Support Center after 30 days.

All checks sent back to the Support Center should have VOID/UNCLAIMED written on outside of envelope.



Facilities

Leaky Faucet

If you have a leaky faucet, your store tech might be able to fix it versus paying a vendor.

A faucet repair kit from your FMP catalogue is significantly less than a vendor call. You can repair approximately 10 faucets for the cost of a plumber replacing 1 faucet.

FMP has several brands such as T&S, Chicago, and Fisher.

If you need help with ordering or installing, your DT or RT should be able to advise.



THE MORE YOU KNOW...

Stocking Stuffer Sales Contest



Nov 25 - Dec 24

Restaurant Sales Contest

STOCKING STUFFERS

Sell Gift Cards and Play Bands to win big!

You vs. **The cast member your manager tells you not to worry about**

TOP 3 CASHIERS PER DISTRICT:
1st Place - \$100 Prize Package | 2nd Place - \$75 Prize Package | 3rd Place - \$50 Prize Package

TOP RESTAURANT/REGION WINS:
Shirts for managers, Sales Booster Pins for cast members.

It's the Holiday season, which means it's time for our last Sales Contest of the year!

Dates: Nov 25 - Dec 24

We wanted to sweeten up the pot this year, so we will be focusing on not only Gift Card sales, but also Play Band sales to make it an official 'Stocking Stuffer Sales Contest'!

Posters are being mailed out to all restaurant this week from the Support Center. Check out all the cool, new prizes up for grabs!

Questions? Please reach out to learning@cecentertainment.com

Learning & Development

Cheesy Bacon Stuffed Crust

This coming week, everyone will be receiving their SMTS and SMTS build for our next LTO, the Cheesy Bacon Stuffed Crust!

For all the details regarding this LTO including when it starts, please refer to the communication sent out by L&D



Purchasing

Birthday Cake Displays

Let's get ready for Q1 birthday parties and make sure our displays are in tip top shape!

To help with this, each restaurant will be drop shipped 1 round cake display and 1 sheet cake display the week of December 2nd. Place these on your birthday displays to help increase party bookings!



If you have any questions, please email purchasing@cecentertainment.com



THE MORE YOU KNOW...

Retirement



Please join us in congratulating Jim Brunck of East Orlando #722, on 30 years of exceptional service to the brand. We wish him well on his next adventure of retirement. You will be missed from your entire Chuck E. family.

Field Marketing



MacArthur Park Elementary School
Anti-Bullying kick off event.
Jeanne Turner, Field Marketing Specialist

Recognition



Tech Manager of the
3rd Quarter
John Lenczuk
N. Bergen #485



Congratulations to
Destiny Reed, one of our
Chuck E. Cares
Scholarship recipients!

Susan G. Komen Event



A good time was had by all who came out from the Support Center and DFW Chuck E. restaurants to help support the Susan G. Komen walk/run benefiting breast cancer



CAREER GROWTH OPPORTUNITIES

General Manager

Phoenix, AZ	621
Jonesboro, AR	668
Gilroy, CA	373
Norwalk, CA	423
Lemon Grove, CA	765
Orange, CA	785
Aurora, CO	710
Sunrise, FL	434
East Orlando, FL	722
Athens, GA	612
Des Moines, IA	958
Baton Rouge, LA	767
Rochester Hills, MI	085
Oklahoma City S, OK	888

Tech Manager

San Jose, CA	404	Ann Arbor, MI	334
Diamond Bar, CA	409	Brick, NJ	500
San Bruno, CA	444	Rochester, NY	517
Cupertino, CA	786	Mayfield Heights, OH	547
Hartford, CT	470	Lima, OH	754
Douglasville, GA	613	Mississauga, ON	844
Houma, LA	706	White Settlement, TX	090
Danvers, MA	478	Victoria, TX	581
		Spokane Valley, WA	344



Peter Piper Pizza

Golf Course, NM #1247
Chandler, AZ #1216
Gilbert, AZ #1283
Casa Grande, AZ #1285

General Manager
Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

